

Enterprise Incident Report August 2012

As of 9/4/2012

Public Safety

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Public Safety	Application Development	Hung Nguyen	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Application Server Support Team	Mycah Mattox	1 0	0 0	0 0	1 0
		Scott Gabbert	2 0	0 0	0 0	2 0
		Assigned to Individual Total	3 0	0 0	0 0	3 0
	Application Services	Danielle Hood	0 0	3 0	0 0	3 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 0	0 0	7 0
	Application Support	Ryan Yockey	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Capitol Desktop Support	Tom Hanson	0	8	0	8
			0	8	0	8
		Assigned to Individual Total	0 0	8 8	0 0	8 8
	Capitol Hosting	Matt Dunlap	0	1	0	1
			0	0	0	0
		Mike Tyrrell	0	0	1	1
			0	0	0	0
		Myciah Mattox	3	0	0	3
			0	0	0	0
		Patrick Funk	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	3 0	2 0	1 0	6 0
	Help Desk	Brenda Treadway	0	3	0	3
			0	3	0	3
		Eileen Dubach	0	4	0	4
			0	3	0	3
		Julie VanBeekum	0	3	0	3
			0	3	0	3
	Metro B Desktop Support	Vicky Marrelli	0	4	0	4
			0	4	0	4
		Assigned to Individual Total	0	14	0	14
			0	13	0	13
	Metro B Desktop Support	Peter Musser	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	1	0	1
			0	0	0	0

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Metro B Help Desk	Gary Graham	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Metro C Help Desk	Bill Hall	0	95	0	95
			0	31	0	31
		Cindy Romrell	0	218	0	218
			0	217	0	217
		Torrens Arnold	0	35	0	35
			0	35	0	35
		Assigned to Individual Total	0	348	0	348
			0	283	0	283
	Metro C Hosting	Caleb Pryor	1	0	0	1
			0	0	0	0
		Scott Gabbert	1	0	0	1
			0	0	0	0
		Assigned to Individual Total	2	0	0	2
			0	0	0	0
	Metro C West Desktop Support	Bill Hall	0	23	0	23
			0	19	0	19
		Brian Bobo	0	14	0	14
			0	14	0	14
		Jared B Jensen	0	10	0	10
			0	10	0	10
		Shellie Ramsay	0	1	0	1
			0	1	0	1
		Torrens Arnold	0	50	0	50
			0	50	0	50

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Metro C West Desktop Support	Tyson Wall	0	38	0	38
			0	38	0	38
		Assigned to Individual Total	0	136	0	136
			0	132	0	132
	Network Operations	Brant Davis	0	0	1	1
			0	0	0	0
		Brian Chatwin	0	1	0	1
			0	0	0	0
		Kelli Okumura	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	3	1	4
			0	0	0	0
	Rural Central Desktop Support	Gerald Adams	0	22	0	22
			0	14	0	14
		Jay Barfuss	0	3	0	3
			0	2	0	2
		Jeremy Standifird	0	2	0	2
			0	0	0	0
	Rural North Desktop Support	Dane Smith	0	1	0	1
			0	0	0	0
		Wayne Higgs	0	1	0	1
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0

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Public Safety

			High	Low	Medium	FCR Total
Public Safety	Rural South Desktop Support	Joel Finlinson	0	2	0	2
			0	1	0	1
		Assigned to Individual Total	0	2	0	2
			0	1	0	1
	Strategic Communications	Dennis Rogers	0	2	0	2
			0	0	0	0
		Luis Larios	0	6	0	6
			0	0	0	0
		Assigned to Individual Total	0	8	0	8
			0	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	0	1	0	1
			0	1	0	1
		Assigned to Individual Total	0	1	0	1
			0	1	0	1
	Voice Operations	Gail Christiansen	0	1	0	1
			0	0	0	0
		Julie Sabato	0	2	0	2
			0	0	0	0
		Romanza Hamblin Sorensen	0	5	1	6
			0	2	0	2
		Assigned to Individual Total	0	8	1	9
			0	2	0	2
	Voice/Data/WAN Services	Spencer Blodgett	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	2	0	2
			0	0	0	0
	Assigned Group Total		8	572	5	585
			0	459	0	459

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Public Safety

	High	Low	Medium	FCR Total
Customer Company Total	8 0	572 459	5 0	585 459

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Public Safety

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Public Safety	Application Development	Hung Nguyen	0 0	0 0	1 1	1 1
		Assigned to Individual Total	0 0	0 0	1 1	1 1
	Application Server Support Team	Mycah Mattox	1 0	0 0	0 0	1 0
		Scott Gabbert	2 0	0 0	0 0	2 0
		Assigned to Individual Total	3 0	0 0	0 0	3 0
	Application Services	Danielle Hood	0 0	3 0	0 0	3 0
		Dustin Crump	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	2 1	0 0	2 1
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Application Support	Ryan Yockey	0 0	0 0	1 1	1 1
		Assigned to Individual Total	0 0	0 0	1 1	1 1

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Capitol Desktop Support	Tom Hanson	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Capitol Hosting	Matt Dunlap	0 0	1 0	0 0	1 0
		Mike Tyrrell	0 0	0 0	1 0	1 0
		Mycah Mattox	3 0	0 0	0 0	3 0
		Patrick Funk	0 0	1 0	0 0	1 0
		Assigned to Individual Total	3 0	2 0	1 0	6 0
	Help Desk	Brenda Treadway	0 0	3 0	0 0	3 0
		Eileen Dubach	0 0	4 0	0 0	4 0
		Julie VanBeekum	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	14 0	0 0	14 0
	Metro B Desktop Support	Peter Musser	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Metro B Help Desk	Gary Graham	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Bill Hall	0 0	95 0	0 0	95 0
		Cindy Romrell	0 0	218 1	0 0	218 1
		Torrens Arnold	0 0	35 0	0 0	35 0
		Assigned to Individual Total	0 0	348 1	0 0	348 1
	Metro C Hosting	Caleb Pryor	1 0	0 0	0 0	1 0
		Scott Gabbert	1 0	0 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	0 0	2 0
	Metro C West Desktop Support	Bill Hall	0 0	23 0	0 0	23 0
		Brian Bobo	0 0	14 0	0 0	14 0
		Jared B Jensen	0 0	10 0	0 0	10 0
		Shellie Ramsay	0 0	1 0	0 0	1 0
		Torrens Arnold	0 0	50 0	0 0	50 0

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Metro C West Desktop Support	Tyson Wall	0 0	38 0	0 0	38 0
		Assigned to Individual Total	0 0	136 0	0 0	136 0
	Network Operations	Brant Davis	0 0	0 0	1 0	1 0
		Brian Chatwin	0 0	1 1	0 0	1 1
		Kelli Okumura	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 1	1 0	4 1
	Rural Central Desktop Support	Gerald Adams	0 0	22 0	0 0	22 0
		Jay Barfuss	0 0	3 0	0 0	3 0
		Jeremy Standifird	0 0	2 0	0 0	2 0
		Randy Graham	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	29 0	0 0	29 0
	Rural North Desktop Support	Dane Smith	0 0	1 0	0 0	1 0
		Wayne Higgs	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

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Public Safety

			High	Low	Medium	MIR Total
Public Safety	Rural South Desktop Support	Joel Finlinson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Dennis Rogers	0 0	2 0	0 0	2 0
		Luis Larios	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	5 0	1 0	6 0
		Assigned to Individual Total	0 0	8 0	1 0	9 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Assigned Group Total		8 0	572 3	5 2	585 5

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Public Safety

	High	Low	Medium	MIR Total
Customer Company Total	80	5723	52	5855

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Public Safety

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Public Safety	Application Development	Hung Nguyen	0 0.00	0 0.00	1 1.75	1 1.75
		Assigned to Individual Total	0 0.00	0 0.00	1 1.75	1 1.75
	Application Server Support Team	Mycah Mattox	1 0.79	0 0.00	0 0.00	1 0.79
		Scott Gabbert	2 0.38	0 0.00	0 0.00	2 0.38
		Assigned to Individual Total	3 0.52	0 0.00	0 0.00	3 0.52
	Application Services	Danielle Hood	0 0.00	3 0.04	0 0.00	3 0.04
		Dustin Crump	0 0.00	2 0.26	0 0.00	2 0.26
		Tony Larsen	0 0.00	2 1.94	0 0.00	2 1.94
		Assigned to Individual Total	0 0.00	7 0.64	0 0.00	7 0.64
	Application Support	Ryan Yockey	0 0.00	0 0.00	1 4.33	1 4.33
		Assigned to Individual Total	0 0.00	0 0.00	1 4.33	1 4.33

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Capitol Desktop Support	Tom Hanson	0 0.00	8 0.07	0 0.00	8 0.07
		Assigned to Individual Total	0 0.00	8 0.07	0 0.00	8 0.07
	Capitol Hosting	Matt Dunlap	0 0.00	1 0.00	0 0.00	1 0.00
		Mike Tyrrell	0 0.00	0 0.00	1 0.16	1 0.16
		Mycah Mattox	3 0.21	0 0.00	0 0.00	3 0.21
		Patrick Funk	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	3 0.21	2 0.00	1 0.16	6 0.13
	Help Desk	Brenda Treadway	0 0.00	3 0.00	0 0.00	3 0.00
		Eileen Dubach	0 0.00	4 0.07	0 0.00	4 0.07
		Julie VanBeekum	0 0.00	3 0.00	0 0.00	3 0.00
		Vicky Marrelli	0 0.00	4 0.00	0 0.00	4 0.00
		Assigned to Individual Total	0 0.00	14 0.02	0 0.00	14 0.02
	Metro B Desktop Support	Peter Musser	0 0.00	1 0.21	0 0.00	1 0.21
		Assigned to Individual Total	0 0.00	1 0.21	0 0.00	1 0.21

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Metro B Help Desk	Gary Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Bill Hall	0 0.00	95 0.00	0 0.00	95 0.00
		Cindy Romrell	0 0.00	218 0.01	0 0.00	218 0.01
		Torrens Arnold	0 0.00	35 0.00	0 0.00	35 0.00
		Assigned to Individual Total	0 0.00	348 0.01	0 0.00	348 0.01
	Metro C Hosting	Caleb Pryor	1 0.15	0 0.00	0 0.00	1 0.15
		Scott Gabbert	1 0.73	0 0.00	0 0.00	1 0.73
		Assigned to Individual Total	2 0.44	0 0.00	0 0.00	2 0.44
	Metro C West Desktop Support	Bill Hall	0 0.00	23 0.00	0 0.00	23 0.00
		Brian Bobo	0 0.00	14 0.00	0 0.00	14 0.00
		Jared B Jensen	0 0.00	10 0.00	0 0.00	10 0.00
		Shellie Ramsay	0 0.00	1 0.00	0 0.00	1 0.00
		Torrens Arnold	0 0.00	50 0.00	0 0.00	50 0.00

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Metro C West Desktop Support	Tyson Wall	0 0.00	38 0.00	0 0.00	38 0.00
		Assigned to Individual Total	0 0.00	136 0.00	0 0.00	136 0.00
	Network Operations	Brant Davis	0 0.00	0 0.00	1 0.00	1 0.00
		Brian Chatwin	0 0.00	1 3.21	0 0.00	1 3.21
		Kelli Okumura	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	3 1.07	1 0.00	4 0.80
	Rural Central Desktop Support	Gerald Adams	0 0.00	22 0.00	0 0.00	22 0.00
		Jay Barfuss	0 0.00	3 0.00	0 0.00	3 0.00
		Jeremy Standifird	0 0.00	2 0.00	0 0.00	2 0.00
		Randy Graham	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	29 0.00	0 0.00	29 0.00
	Rural North Desktop Support	Dane Smith	0 0.00	1 0.06	0 0.00	1 0.06
		Wayne Higgs	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 0.03	0 0.00	2 0.03

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Public Safety

			High	Low	Medium	ATTIR Total
Public Safety	Rural South Desktop Support	Joel Finlinson	0 0.00	2 0.10	0 0.00	2 0.10
		Assigned to Individual Total	0 0.00	2 0.10	0 0.00	2 0.10
	Strategic Communications	Dennis Rogers	0 0.00	2 0.29	0 0.00	2 0.29
		Luis Larios	0 0.00	6 0.28	0 0.00	6 0.28
		Assigned to Individual Total	0 0.00	8 0.28	0 0.00	8 0.28
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.23	0 0.00	1 0.23
		Assigned to Individual Total	0 0.00	1 0.23	0 0.00	1 0.23
	Voice Operations	Gail Christiansen	0 0.00	1 0.21	0 0.00	1 0.21
		Julie Sabato	0 0.00	2 0.00	0 0.00	2 0.00
		Romanza Hamblin Sorensen	0 0.00	5 0.17	1 0.05	6 0.15
		Assigned to Individual Total	0 0.00	8 0.13	1 0.05	9 0.12
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	2 0.21	0 0.00	2 0.21
		Assigned to Individual Total	0 0.00	2 0.21	0 0.00	2 0.21
	Assigned Group Total		8 0.38	572 0.03	5 1.26	585 0.04

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Public Safety

	High	Low	Medium	ATTIR Total
Customer Company Total	8 0.38	572 0.03	5 1.26	585 0.04

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Public Safety

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Public Safety	Application Development	Hung Nguyen	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Application Server Support Team	Mycah Mattox	1 0	0 0	0 0	1 0
		Scott Gabbert	2 0	0 0	0 0	2 0
		Assigned to Individual Total	3 0	0 0	0 0	3 0
	Application Services	Danielle Hood	0 0	3 1	0 0	3 1
		Dustin Crump	0 0	2 0	0 0	2 0
		Tony Larsen	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	7 1	0 0	7 1
	Application Support	Ryan Yockey	0 0	0 0	1 1	1 1
		Assigned to Individual Total	0 0	0 0	1 1	1 1

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Capitol Desktop Support	Tom Hanson	0 0	8 0	0 0	8 0
		Assigned to Individual Total	0 0	8 0	0 0	8 0
	Capitol Hosting	Matt Dunlap	0 0	1 0	0 0	1 0
		Mike Tyrrell	0 0	0 0	1 0	1 0
		Mycah Mattox	3 0	0 0	0 0	3 0
		Patrick Funk	0 0	1 0	0 0	1 0
		Assigned to Individual Total	3 0	2 0	1 0	6 0
	Help Desk	Brenda Treadway	0 0	3 0	0 0	3 0
		Eileen Dubach	0 0	4 0	0 0	4 0
		Julie VanBeekum	0 0	3 0	0 0	3 0
		Vicky Marrelli	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	14 0	0 0	14 0
	Metro B Desktop Support	Peter Musser	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Metro B Help Desk	Gary Graham	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Bill Hall	0 0	95 0	0 0	95 0
		Cindy Romrell	0 0	218 1	0 0	218 1
		Torrens Arnold	0 0	35 0	0 0	35 0
		Assigned to Individual Total	0 0	348 1	0 0	348 1
	Metro C Hosting	Caleb Pryor	1 0	0 0	0 0	1 0
		Scott Gabbert	1 0	0 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	0 0	2 0
	Metro C West Desktop Support	Bill Hall	0 0	23 0	0 0	23 0
		Brian Bobo	0 0	14 0	0 0	14 0
		Jared B Jensen	0 0	10 0	0 0	10 0
		Shellie Ramsay	0 0	1 0	0 0	1 0
		Torrens Arnold	0 0	50 0	0 0	50 0

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Metro C West Desktop Support	Tyson Wall	0 0	38 0	0 0	38 0
		Assigned to Individual Total	0 0	136 0	0 0	136 0
	Network Operations	Brant Davis	0 0	0 0	1 1	1 1
		Brian Chatwin	0 0	1 1	0 0	1 1
		Kelli Okumura	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	3 1	1 1	4 2
	Rural Central Desktop Support	Gerald Adams	0 0	22 1	0 0	22 1
		Jay Barfuss	0 0	3 0	0 0	3 0
		Jeremy Standifird	0 0	2 1	0 0	2 1
		Randy Graham	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	29 2	0 0	29 2
	Rural North Desktop Support	Dane Smith	0 0	1 0	0 0	1 0
		Wayne Higgs	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0

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Public Safety

			High	Low	Medium	MR Total
Public Safety	Rural South Desktop Support	Joel Finlinson	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Strategic Communications	Dennis Rogers	0 0	2 1	0 0	2 1
		Luis Larios	0 0	6 4	0 0	6 4
		Assigned to Individual Total	0 0	8 5	0 0	8 5
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Julie Sabato	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	5 0	1 0	6 0
		Assigned to Individual Total	0 0	8 0	1 0	9 0
	Voice/Data/WAN Services	Spencer Blodgett	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Assigned Group Total		8 0	572 10	5 2	585 12

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Public Safety

	High	Low	Medium	MR Total
Customer Company Total	8 0	572 10	5 2	585 12

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Public Safety

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Public Safety	Application Development	Hung Nguyen	0 0.00	0 0.00	1 1.75	1 1.75
		Assigned to Individual Total	0 0.00	0 0.00	1 1.75	1 1.75
	Application Server Support Team	Mycah Mattox	1 0.82	0 0.00	0 0.00	1 0.82
		Scott Gabbert	2 0.38	0 0.00	0 0.00	2 0.38
		Assigned to Individual Total	3 0.53	0 0.00	0 0.00	3 0.53
	Application Services	Danielle Hood	0 0.00	3 3.89	0 0.00	3 3.89
		Dustin Crump	0 0.00	2 1.84	0 0.00	2 1.84
		Tony Larsen	0 0.00	2 2.13	0 0.00	2 2.13
		Assigned to Individual Total	0 0.00	7 2.80	0 0.00	7 2.80
	Application Support	Ryan Yockey	0 0.00	0 0.00	1 4.33	1 4.33
		Assigned to Individual Total	0 0.00	0 0.00	1 4.33	1 4.33

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Capitol Desktop Support	Tom Hanson	0 0.00	8 1.97	0 0.00	8 1.97
		Assigned to Individual Total	0 0.00	8 1.97	0 0.00	8 1.97
	Capitol Hosting	Matt Dunlap	0 0.00	1 0.00	0 0.00	1 0.00
		Mike Tyrrell	0 0.00	0 0.00	1 0.37	1 0.37
		Mycah Mattox	3 1.15	0 0.00	0 0.00	3 1.15
		Patrick Funk	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	3 1.15	2 0.00	1 0.37	6 0.63
	Help Desk	Brenda Treadway	0 0.00	3 0.00	0 0.00	3 0.00
		Eileen Dubach	0 0.00	4 0.07	0 0.00	4 0.07
		Julie VanBeekum	0 0.00	3 0.00	0 0.00	3 0.00
		Vicky Marrelli	0 0.00	4 0.27	0 0.00	4 0.27
		Assigned to Individual Total	0 0.00	14 0.10	0 0.00	14 0.10
	Metro B Desktop Support	Peter Musser	0 0.00	1 0.34	0 0.00	1 0.34
		Assigned to Individual Total	0 0.00	1 0.34	0 0.00	1 0.34

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Metro B Help Desk	Gary Graham	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Bill Hall	0 0.00	95 1.27	0 0.00	95 1.27
		Cindy Romrell	0 0.00	218 0.14	0 0.00	218 0.14
		Torrens Arnold	0 0.00	35 0.00	0 0.00	35 0.00
		Assigned to Individual Total	0 0.00	348 0.44	0 0.00	348 0.44
	Metro C Hosting	Caleb Pryor	1 0.42	0 0.00	0 0.00	1 0.42
		Scott Gabbert	1 0.73	0 0.00	0 0.00	1 0.73
		Assigned to Individual Total	2 0.57	0 0.00	0 0.00	2 0.57
	Metro C West Desktop Support	Bill Hall	0 0.00	23 1.26	0 0.00	23 1.26
		Brian Bobo	0 0.00	14 0.00	0 0.00	14 0.00
		Jared B Jensen	0 0.00	10 0.01	0 0.00	10 0.01
		Shellie Ramsay	0 0.00	1 0.00	0 0.00	1 0.00
		Torrens Arnold	0 0.00	50 0.00	0 0.00	50 0.00

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Metro C West Desktop Support	Tyson Wall	0 0.00	38 0.00	0 0.00	38 0.00
		Assigned to Individual Total	0 0.00	136 0.21	0 0.00	136 0.21
	Network Operations	Brant Davis	0 0.00	0 0.00	1 9.00	1 9.00
		Brian Chatwin	0 0.00	1 324.00	0 0.00	1 324.00
		Kelli Okumura	0 0.00	2	0 0.00	2
		Assigned to Individual Total	0 0.00	3 324.00	1 9.00	4 166.50
	Rural Central Desktop Support	Gerald Adams	0 0.00	22 2.19	0 0.00	22 2.19
		Jay Barfuss	0 0.00	3 0.00	0 0.00	3 0.00
		Jeremy Standifird	0 0.00	2 3.66	0 0.00	2 3.66
		Randy Graham	0 0.00	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	0 0.00	29 1.98	0 0.00	29 1.98
	Rural North Desktop Support	Dane Smith	0 0.00	1 4.19	0 0.00	1 4.19
		Wayne Higgs	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	2 2.10	0 0.00	2 2.10

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Public Safety

			High	Low	Medium	ATTR Total
Public Safety	Rural South Desktop Support	Joel Finlinson	0 0.00	2 0.10	0 0.00	2 0.10
		Assigned to Individual Total	0 0.00	2 0.10	0 0.00	2 0.10
	Strategic Communications	Dennis Rogers	0 0.00	2 5.45	0 0.00	2 5.45
		Luis Larios	0 0.00	6 91.73	0 0.00	6 91.73
		Assigned to Individual Total	0 0.00	8 70.16	0 0.00	8 70.16
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 3.12	0 0.00	1 3.12
		Assigned to Individual Total	0 0.00	1 3.12	0 0.00	1 3.12
	Voice Operations	Gail Christiansen	0 0.00	1 0.21	0 0.00	1 0.21
		Julie Sabato	0 0.00	2 0.51	0 0.00	2 0.51
		Romanza Hamblin Sorensen	0 0.00	5 0.34	1 0.56	6 0.38
		Assigned to Individual Total	0 0.00	8 0.37	1 0.56	9 0.39
	Voice/Data/WAN Services	Spencer Blodgett	0 0.00	2 0.36	0 0.00	2 0.36
		Assigned to Individual Total	0 0.00	2 0.36	0 0.00	2 0.36
	Assigned Group Total		8 0.77	572 2.06	5 3.20	585 2.05

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Public Safety

	High	Low	Medium	ATTR Total
Customer Company Total	8 0.77	572 2.06	5 3.20	585 2.05

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Public Safety

Detail

INC000000531975	Tiffany Van Dam	EIS Hardware	None	None		TIR Missed: No	0.18
	Strategic Communications	Luis Larios	Public Safety	Low	Closed	TTR Missed: Yes	384.53
INC000000536371	Rey Thompson	None	None	None		TIR Missed: Yes	3.21
	Network Operations	Brian Chatwin	Public Safety	Low	Closed	TTR Missed: Yes	324.00
INC000000541791	Scott Chun	None	None	None		TIR Missed: No	0.00
	Network Operations	Brant Davis	Public Safety	Medium	Closed	TTR Missed: Yes	9.00
INC000000545173	Stacy Robb	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Public Safety	Low	Resolved	TTR Missed: No	
INC000000546268	Pat Bersie	Application	Error	Novell GroupWise		TIR Missed: No	0.25
	Application Services	Tony Larsen	Public Safety	Low	Closed	TTR Missed: No	0.63
INC000000550787	Josh Groeneveld	EIS Hardware	None	None		TIR Missed: No	0.13
	Strategic Communications	Luis Larios	Public Safety	Low	Closed	TTR Missed: Yes	113.08
INC000000552336	Tip Haveron	PC/Laptop	None	None		TIR Missed: No	0.21
	Metro B Desktop Support	Peter Musser	Public Safety	Low	Closed	TTR Missed: No	0.34
INC000000552521	Cherie Ertel	Application	Error	Novell GroupWise		TIR Missed: Yes	3.63
	Application Services	Tony Larsen	Public Safety	Low	Closed	TTR Missed: No	3.63
INC000000554874	Matt Cluff	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.28
INC000000555207	Michelle Hunt	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Public Safety	Low	Closed	TTR Missed: Yes	6.18
INC000000555211	Laura Russell	Application	Password	Utah Master Directory		TIR Missed: No	0.22
	Help Desk	Eileen Dubach	Public Safety	Low	Closed	TTR Missed: No	0.22
INC000000555276	Merri Coleman	EIS Hardware	Printer	None		TIR Missed: No	0.65
	Strategic Communications	Luis Larios	Public Safety	Low	Closed	TTR Missed: Yes	6.21
INC000000555489	Roger Jensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Public Safety	Low	Closed	TTR Missed: No	1.14
INC000000555583	Debbie Clark	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000555593	Christina Smithers	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000555636	McCall Christensen	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	3.48

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INC000000555638	McCall Christensen	Application	Reporting	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	3.50
INC000000555649	Lisa Nielsen	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000555692	Michelle Hunt	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low Closed	TTR Missed: No	2.08
INC000000555730	Rick Oaks	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	2.25
INC000000555734	Scott Pruden	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	2.21
INC000000555873	Carlynn Canny	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000555890	Sheri Stevens	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000555893	Troy Mills	Application	Reporting	FATPOT	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.30
INC000000555959	David Popelmayer	Mobile Devices	None	None	TIR Missed: No	0.16
	Application Services	Dustin Crump	Public Safety	Low Closed	TTR Missed: No	2.95
INC000000555998	Mindy Lindquist	Telecom	Voice Mail	Telephone	TIR Missed: No	0.12
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low Closed	TTR Missed: No	0.25
INC000000556050	Amy Fallows	Application	Error	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.10
INC000000556051	Robert Bench	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.09
INC000000556158	Sean Obrien	None	None	None	TIR Missed: No	0.40
	Application Server Support Team	Scott Gabbert	Public Safety	High Closed	TTR Missed: No	0.40
INC000000556232	Valerie Webster	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000556243	Mike Holt	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000556246	Erin Anderson	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000556322	Jesse Deveraux	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000556324	Melanie Monroe	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556325	Kathy S Wilcox	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556463	Chris Rueckert	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556502	Richard Gee	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556528	Kathy Quarnberg	Application	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Joel Finlinson	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556696	Donna Nielsen	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556742	Colleen Strong	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556743	Tom Schneider	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556747	Chris Rueckert	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556749	Jennifer Campbell	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556750	Nolan Mitchell	None	None	None		TIR Missed: No	0.15
	Metro C Hosting	Caleb Pryor	Public Safety	High	Closed	TTR Missed: No	0.42
INC000000556770	Leona Cover	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556771	Nora Ostler	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556773	George Garwood	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556852	Sherry White	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556869	Heather Coleman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556870	Nancy May	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000556894	Amy Nace	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556900	Marianne Bauman	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000556993	Matthew Beaudry	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	0.36
INC000000557012	Kevin Strand	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000557018	Melanie Monroe	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000557083	Anna Boynton	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000557135	Rosalie Kirk	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000557140	Sarah Crane	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.47
INC000000557173	Rosalie Kirk	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000557175	Phyllis Beatie	Application	None	Commercial Drivers License		TIR Missed: Yes	1.75
	Application Development	Hung Nguyen	Public Safety	Medium	Closed	TTR Missed: No	1.75
INC000000557480	Claudia K Taylor	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000557493	Anna Boynton	Application	Password	Gmail		TIR Missed: No	0.23
	Technical Lead/Project Manager	Martin Gonzalez	Public Safety	Low	Closed	TTR Missed: No	3.12
INC000000557544	Joel Greer	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000557550	Rudy Taylor	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.13
INC000000557606	Janell Laursen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000557612	Barbara Hillas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000557617	Colleen Strong	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000557653	Todd Royce	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	4.28
INC000000557672	Laura Ellis	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000557687	Jason Chapman	Telecom	None	Telephone		TIR Missed: No	0.23
	Voice/Data/WAN Services	Spencer Blodgett	Public Safety	Low	Closed	TTR Missed: No	0.23
INC000000557729	Brenda Barney	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000557731	Jed C Davis	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	3.55
INC000000557743	Colby Jensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	3.47
INC000000557764	Nolan Mitchell	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000557811	Carolyn Fronce	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000557906	Dave Moreno	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.08
INC000000557970	Jacob Cox	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.15
INC000000558095	Phyllis Beatie	Application	Error	None		TIR Missed: No	0.16
	Capitol Hosting	Mike Tyrrell	Public Safety	Medium	Closed	TTR Missed: No	0.37
INC000000558237	Michelle Hunt	None	None	Persysent Suite		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000558238	Nolan Mitchell	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000558248	Rhonda Treptow	Network	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000558411	Sterling Clark	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	2.92
INC000000558506	Kathy Wood	Network	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.42
INC000000558539	Tucker Harris	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.16

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INC000000558578	Jeff Willmore	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.25
INC000000558708	Kim Hammer	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000558789	Valinda Van Komen	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000558792	Nicole Vawdrey-Gunn	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000558883	Alan workman	Telecom	Voice Mail	Telephone		TIR Missed: No	0.21
	Voice Operations	Gail Christiansen	Public Safety	Low	Closed	TTR Missed: No	0.21
INC000000559008	Jeffrey Washburn	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.10
INC000000559011	Alan Leidig	Telecom	Dial Tone	Telephone		TIR Missed: No	0.20
	Voice/Data/WAN Services	Spencer Blodgett	Public Safety	Low	Closed	TTR Missed: No	0.49
INC000000559186	Colby Vanderbeek	Application	Error	FATPOT		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000559187	Colby Vanderbeek	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000559194	Todd Royce	Server	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	2.90
INC000000559227	Jacob Cox	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.67
INC000000559384	Nick Bowles	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	0.65
INC000000559395	Wendy Reese	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000559398	Nolan Mitchell	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000559513	Amisha Lester	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.28
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	2.46
INC000000559649	Shanna Kelsch	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000559650	Michelle Hunt	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000559653	Chris Fielding	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000559891	Sean Obrien	None	None	None	TIR Missed: No	0.79
	Application Server Support Team	Myciah Mattox	Public Safety	High Closed	TTR Missed: No	0.82
INC000000559981	Judy Ainsworth	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000560004	Jess Richmond	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000560007	Letisha Garrick	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000560015	Melanie Monroe	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000560018	Julie Pearson	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000560050	Ted Cartwright	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000560053	Deann Petit	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000560354	Jesse Valenzuela	Mobile Devices	Error	iPhone	TIR Missed: No	0.36
	Application Services	Dustin Crump	Public Safety	Low Closed	TTR Missed: No	0.72
INC000000560444	Christopher Bishop	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low Closed	TTR Missed: No	1.10
INC000000560537	Hanna Bennett	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000560539	Jeremy Horne	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000560570	Scott Pugmire	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low Closed	TTR Missed: No	0.23
INC000000560574	Michelle Harward	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000560577	Nannette Rolfe	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000560579	Anna Boynton	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000560647	Jared Hayes	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro C West Desktop Support	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000560669	Tiphannie Clark	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000560670	Britani Flores	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000560707	Kyleen Hoover	Server	Performance	None	TIR Missed: No	0.73
	Metro C Hosting	Scott Gabbert	Public Safety	High Closed	TTR Missed: No	0.73
INC000000560848	Peggy Young	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000560855	Charles Collett	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000561060	Michelle Hunt	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000561061	Maurine Penrod	Network	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Randy Graham	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000561081	Judy Harvey	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000561082	David Oliphant	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Torrens Arnold	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000561094	Barry Carnahan	None	None	None	TIR Missed: No	0.00
	Capitol Hosting	Myciah Mattox	Public Safety	High Closed	TTR Missed: No	1.42
INC000000561103	Kelly Roberts	Application	Password	Utah Highway Patrol Mobile App	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low Closed	TTR Missed: No	1.74
INC000000561190	Sean Obrien	None	None	None	TIR Missed: No	0.21
	Capitol Hosting	Myciah Mattox	Public Safety	High Closed	TTR Missed: No	1.00
INC000000561223	Shawn Bauman	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000561271	Bonnie Bennett	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000561281	Hillary Carlson	PC/Laptop	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000561301	Ashley Nicholas	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000561326	Rosalie Kirk	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000561351	Della Estrada	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000561397	Valerie Webster	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000561536	Jesse Deveraux	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000561538	Summer Excell	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000561545	Joseph Rodriguez	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000561560	Lisa Nielsen	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000561701	Lesa Wilson	PC/Laptop	None	None		TIR Missed: No	0.06
	Rural North Desktop Support	Dane Smith	Public Safety	Low	Closed	TTR Missed: No	4.19
INC000000561724	Josh Groeneveld	EIS Hardware	None	None		TIR Missed: No	0.16
	Strategic Communications	Luis Larios	Public Safety	Low	Closed	TTR Missed: Yes	38.79
INC000000561755	Lillian Parr	Application	Error	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.48
INC000000561762	Staci L Parry	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000561775	Sean Obrien	Network	None	None		TIR Missed: No	0.00
	Network Operations	Kelli Okumura	Public Safety	Low	Closed	TTR Missed: No	
INC000000561841	Mccall Christensen	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000561843	Brad Horne	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000561844	Steve Myer	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000561847	Joyce Dransfield	Telecom	None	None		TIR Missed: No	0.22
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No	0.22
INC000000561865	Sean Obrien	Application	Reporting	None		TIR Missed: No	0.37
	Application Server Support Team	Scott Gabbert	Public Safety	High	Closed	TTR Missed: No	0.37

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INC000000561950	Bonnie Bennett	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000561959	Janet Miller	Application	None	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: No	1.26
INC000000561966	Nancy May	Network	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000561977	Rosalie Kirk	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000561995	Claudia K Taylor	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000562067	Troy Mills	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000562070	Scott Alvord	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	5.09
INC000000562075	Georgia Difrancesco	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000562088	Troy Mills	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000562151	Zachary Hutto	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000562168	Alan Jensen	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000562185	Debby Stevens	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000562350	Kalee Taylor	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000562440	Becky Jones	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000562453	Rosalie Kirk	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.50
INC000000562479	Joyce Dransfield	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.94
INC000000562487	Kevin Nielson	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000562495	Tanya Smilyanich Metro C Help Desk	Application Bill Hall	Error Public Safety	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.29
INC000000562513	Les Zike Metro C Help Desk	Application Cindy Romrell	Error Public Safety	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: Yes	1.89 30.63
INC000000562521	Kevin Wright Help Desk	Application Eileen Dubach	Password Public Safety	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.07 0.07
INC000000562529	Stephen Bevan Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562535	Kevin Wright Help Desk	Application Brenda Treadway	Password Public Safety	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562563	Alisha White Metro C Help Desk	Print/Copy/Scan/Fax Bill Hall	Incident Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.12
INC000000562595	Susan Thomas Voice Operations	Telecom Romanza Hamblin Sorensen	None Public Safety	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.21 0.24
INC000000562596	Sean Obrien Network Operations	Network Kelli Okumura	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562633	John Fairbanks Metro C West Desktop Support	None Brian Bobo	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562636	Tara Zamora Metro C West Desktop Support	None Brian Bobo	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562665	Vu Bowers Metro C Help Desk	Application Bill Hall	Reporting Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.27
INC000000562713	Miya Finney Metro C Help Desk	Network Cindy Romrell	Password Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562721	Jaemi Mauchley Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562723	Ralph Earl Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562751	Miya Finney Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562779	Terri Fontaine Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562818	Miya Finney Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000562821	Sandra Nourse Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562864	Kevin Strand Metro C Help Desk	Application Bill Hall	Error Public Safety	JavaPC Low	TIR Missed: No TTR Missed: No	0.00 1.83
INC000000562865	Karen Brown Metro C Help Desk	Network Bill Hall	Incident Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.53
INC000000562870	Karen Brown Metro C West Desktop Support	None Tyson Wall	None Public Safety	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562914	Cherri Dare Metro C Help Desk	Print/Copy/Scan/Fax Bill Hall	Incident Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 1.32
INC000000562923	Leona Cover Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562925	Paula Delsigne Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562927	Teri Phillipps Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562929	Jacob Dunn Metro C Help Desk	PC/Laptop Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562932	Cherri Dare Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562935	Krystle Jaquier Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562938	Kevin Strand Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562940	Thomas Simpson Metro C West Desktop Support	Application Torrens Arnold	Reporting Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562941	Kimberlee Barnes Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562942	Charlene Richards Metro C Help Desk	PC/Laptop Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562945	Nathan Powell Metro C West Desktop Support	PC/Laptop Torrens Arnold	Hardware Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000562959	Melanie Monroe Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000563001	Stephanie Page	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000563023	Ken Miles	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	1.95
INC000000563054	Tracy Paletta	Application	SSL Certificate	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low Closed	TTR Missed: No	5.72
INC000000563111	Miya Finney	Network	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000563137	Amy Nace	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000563143	Cherie Ertel	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000563185	Melanie Monroe	Application	Error	Persystent Suite	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.07
INC000000563192	Chris Rueckert	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Shellie Ramsay	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000563200	Lauren Nielsen	Application	Error	Persystent Suite	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Closed	TTR Missed: No	0.11
INC000000563241	Lynne Criddle	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000563421	Barry Carnahan	None	None	None	TIR Missed: Yes	4.33
	Application Support	Ryan Yockey	Public Safety	Medium Closed	TTR Missed: Yes	4.33
INC000000563459	Tara Zamora	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000563480	Brian Keele	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000563487	Jacob Dunn	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000563489	Olivama Katsanevas	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000563497	Lucinda Martin	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00
INC000000563521	Charlene Richards	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Closed	TTR Missed: No	0.00

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INC000000563529	Jennifer Escalera	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563542	Katharine Ramirez	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563586	Lucinda Martin	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563587	Ashley Nicholas	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563590	Hanna Bennett	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563597	Katharine Ramirez	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563623	Teri Carter	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563629	Marc Difrancesco	Mobile Devices	Error	iPhone		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Public Safety	Low	Closed	TTR Missed: No	1.08
INC000000563634	Michael Chinn	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563637	Troy Mills	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563642	Paula Schon	Print/Copy/Scan/Fax	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563667	Tawna Gutierrez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563702	Janet Campbell	Application	Error	JavaPC		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.54
INC000000563741	Justin Cloward	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563790	Sharon Harward	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563813	Miya Finney	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	4.22
INC000000563825	Brenda Barry	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000563832	Chris Barber	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563839	Louise Shields	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563847	Michelle Owen	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	3.66
INC000000563867	Leo Caviedes	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563871	Jeff Gallacher	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563878	Nancy Sanchez	Telecom	Dial Tone	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Closed	TTR Missed: No	0.29
INC000000563898	Michelle Hunt	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.67
INC000000563933	Donna Nielsen	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563936	Janet Thompson	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563944	Bob Gutierrez	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563946	Nick Swallow	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563978	Lillian Parr	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563983	Ronda Gundestrup	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000563990	Katie W Lelacheur	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.22
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Closed	TTR Missed: No	1.72
INC000000563999	Stacy Stuart	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564005	christine laron	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.09
INC000000564024	Lani Snodgrass	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000564025	Nancy Hess	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564044	Carol Bagshaw	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.38
INC000000564057	Nolan Mitchell	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564096	Nancy Hooton	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	2.66
INC000000564112	Katie W LeLacheur	EIS Hardware	Printer	None		TIR Missed: No	0.36
	Strategic Communications	Dennis Rogers	Public Safety	Low	Closed	TTR Missed: Yes	10.36
INC000000564218	Alan Jensen	Application	Error	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.10
INC000000564270	Karen Brown	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564289	Lynne Criddle	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564290	Beatriz Malautea	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564306	Beatriz Malautea	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564309	Todd Royce	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.87
INC000000564310	Karen Brown	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564341	Julie Ross	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.45
INC000000564353	Kellie Oaks	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Closed	TTR Missed: Yes	6.38
INC000000564362	Sandra Nourse	PC/Laptop	Performance	Persysent Suite		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.14
INC000000564371	Della Estrada	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564387	Jason Kelsey	Telecom	Coverage Path	Telephone		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Public Safety	Medium	Resolved	TTR Missed: No	0.56

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INC000000564400	Della Estrada	Storage	Mainframe	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.07
INC000000564439	Rich Christianson	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564440	Doug Rawlinson	Application	Reporting	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564445	Della Estrada	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564464	Louise Shields	Application	Reporting	Department of Public Safety Re		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.37
INC000000564471	Nicholas Buchei	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564531	Claudia K Taylor	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564554	Kelly Bailey	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	3.98
INC000000564604	Jeff Nigbur	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564660	Aiveni Taufa	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564666	Matthew Pratt	Application	Error	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.64
INC000000564709	Jason Jensen	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.78
INC000000564754	Terry Woodward	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.62
INC000000564757	Kimberly Giles	None	None	None		TIR Missed: No	0.00
	Capitol Hosting	Matt Dunlap	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564782	Rod Elmer	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.76
INC000000564822	Charlene Richards	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564825	Connie Obray	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000564829	Michael Calvin	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564869	Devan Stewart	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564872	Michelle Harward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564878	Debbie Moleni	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564903	Boyd Woolsey	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564931	Nichole J Rilk	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564959	Michael Holt	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.73
INC000000564962	Tisha Madsen	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.70
INC000000564986	Elizabeth Powell	None	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000564994	Diane Norton	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.46
INC000000565006	Rick Geertsen	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Closed	TTR Missed: No	0.00
INC000000565106	Stephen Bevan	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.39
INC000000565113	Kathy Quarnberg	Telecom	None	None		TIR Missed: No	0.07
	Application Services	Danielle Hood	Public Safety	Low	Resolved	TTR Missed: Yes	6.57
INC000000565125	Adam Mcdonald	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	0.21
INC000000565187	Robert Mckinney	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	4.24
INC000000565350	Alan Nygard	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Closed	TTR Missed: No	1.30
INC000000565377	Steve Myer	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Closed	TTR Missed: No	0.00

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INC000000565392	David Popelmayer Capitol Desktop Support	Application Tom Hanson	Error Public Safety	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.08 1.84
INC000000565405	Dave Moreno Metro C West Desktop Support	None Torrens Arnold	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565406	Jason Robb Metro C Help Desk	Application Cindy Romrell	None Public Safety	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565431	Leona Cover Metro C Help Desk	Print/Copy/Scan/Fax Bill Hall	Incident Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.07
INC000000565440	Vu Bowers Metro C West Desktop Support	Application Torrens Arnold	Reporting Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565447	John Sheets Metro C West Desktop Support	Application Torrens Arnold	Password Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565462	Mercadez barrett Metro C Help Desk	Application Bill Hall	Reporting Public Safety	FATPOT Low	TIR Missed: No TTR Missed: No	0.00 0.23
INC000000565491	David Popelmayer Help Desk	Application Vicky Marrelli	Error Public Safety	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565492	Lesa Wilson Rural North Desktop Support	None Wayne Higgs	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565536	Steve Myer Metro C Help Desk	Print/Copy/Scan/Fax Bill Hall	Incident Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.08
INC000000565572	Kelly Bailey Metro C Help Desk	Network Cindy Romrell	Password Public Safety	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565575	Kathy Facer Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565584	Charlene Richards Metro C Help Desk	Network Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565627	Chad Grundy Metro C Help Desk	Application Cindy Romrell	Password Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565632	Barbara Hillas Metro C Help Desk	Network Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565639	Kristina Johnson Metro C West Desktop Support	None Tyson Wall	None Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000565643	Tom Worner Metro C Help Desk	Network Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000565647	Hillary Carlson	PC/Laptop	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000565658	Jason Robb	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000565675	John Gerlits	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000565684	Carla Ivie	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000565688	Katie Cook	Network	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.08
INC000000565713	Tim Start	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.65
INC000000565723	Marianne Bauman	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000565786	Darren Larsen	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000565793	Brenda Lane	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000565796	Marianne Bauman	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	2.75
INC000000565798	Kelly Bailey	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000565843	Nichole J Rilk	Application	Password	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	1.98
INC000000565866	Brenda Lane	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000565875	Marselle Morales	Application	Reporting	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	1.43
INC000000565893	David Pearson	Application	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000565943	Mykeanne Hurst	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.09
INC000000566012	Ralph Earl	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00

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INC000000566016	Rod Elmer	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000566039	Jeremy Horne	Application	Password	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000566055	Rick Mayo	Application	Password	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000566075	Les Zike	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000566080	Chris Fielding	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.29
INC000000566098	Louise Shields	Telecom	Feature	Telephone	TIR Missed: No	0.23
Voice Operations	Romanza Hamblin Sorensen	Public Safety	Low	Resolved	TTR Missed: No	0.71
INC000000566292	Paige Kirby	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000566306	Terry Lamoreaux	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000566362	Rocio Huizar	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000566439	Michelle Harward	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000566471	Katie Cooke	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000566505	Toni Brown	Application	None	Utah Drivers License System	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000566541	Toni Brown	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000566563	Luke Bowman	Application	Password	None	TIR Missed: No	0.00
Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000566567	Tanya Smilyanich	Application	Reporting	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.44
INC000000566575	Maya Martinez	Application	Reporting	None	TIR Missed: No	0.00
Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.39
INC000000566656	Bradley Buckmiller	Application	None	None	TIR Missed: No	0.00
Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

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INC000000566666	Benjamin Nix	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000566687	Mark Romrell	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000566691	Angela Cheney	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000566752	Rhonda Treptow	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.81
INC000000566786	Debbie Moleni	Application	Reporting	Novell Messenger	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.67
INC000000566792	Nancy Locke	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	1.43
INC000000566828	Nolan Mitchell	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Resolved	TTR Missed: No	0.08
INC000000566877	Nancy Locke	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000566878	Bill Visarraga	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	2.07
INC000000566884	Ralph Earl	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000566960	Denyce Petersen	None	None	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000566971	Britanie Hurd	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000566991	Amie Harwood	Application	Password	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000566992	Marcy Willits	Application	Password	Novell GroupWise 32-bit Windo	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567010	Keith Squires	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567015	Denyce Petersen	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567021	Jaemi Mauchley	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00

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INC000000567023	Jaemi Mauchley	None	None	Content Manager	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567067	Kelly Bailey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567068	Nancy Hooton	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567083	Kathy Facer	Network	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	5.63
INC000000567085	Rhonda Treptow	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567096	Kathy Facer	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567097	Tarvis Scott	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	5.64
INC000000567099	Rhonda Treptow	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567111	Paula Delsigne	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567132	Pam Jorgenson	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567163	Katharine Ramirez	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567186	Linda Petty	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567238	Michelle Hunt	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567256	Jane Perlow	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567294	Jacob Cox	None	None	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567295	Nicole Vawdrey-Gunn	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000567300	Dustin Livingston	Application	Password	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Resolved	TTR Missed: No	0.00

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INC000000567339	Richard Gee	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000567352	Jeffery Adams	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000567361	Jan Frisbee	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000567373	David Rumfield	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	4.34
INC000000567423	Stephen Bevan	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000567455	Letisha Garrick	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000567586	Nolan Mitchell	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.06
INC000000567700	Craig Ward	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000567745	John Sheets	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000567787	Jim Miller	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000567847	Kelly Bailey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000567857	Pam Olsen	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000567897	Chelsey Burns	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000567914	Tera Frank	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568059	Nicole Vawdrey-Gunn	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.82
INC000000568226	Rick Oaks	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568228	Rick Oaks	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00

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INC000000568230	Jack Jessop	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568235	Michelle Hunt	PC/Laptop	Error	Utah Drivers License System		TIR Missed: No	0.17
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.17
INC000000568283	Janet Herron	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568350	Matt Cluff	Application	Reporting	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.71
INC000000568365	Janet Miller	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	1.23
INC000000568368	Jason Kendrick	Application	Password	FATPOT		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.73
INC000000568385	Kyleen Hoover	Server	Error	None		TIR Missed: No	0.00
	Capitol Hosting	Patrick Funk	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568456	Shawn Peppers	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.76
INC000000568503	Charlene Richards	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568506	Karen Brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568514	Bonnie Bennett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568526	Karen Brown	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568540	Phyllis Beatie	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568559	James E Wright	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	1.24
INC000000568565	David Rumfield	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	1.20
INC000000568566	Ronda Gundestrup	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568569	Tracy Jorgensen	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	1.18

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INC000000568572	William Weaver	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	1.16
INC000000568574	Sterling Clark	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	1.14
INC000000568581	Scott Pugmire	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	1.07
INC000000568586	Emery Calkins	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	1.06
INC000000568612	Joe Kros	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568621	Rhonda Treptow	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568636	Elizabeth Stanley	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568637	Saunders Mike	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.77
INC000000568639	Melanie Monroe	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.77
INC000000568658	Robert Gray	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568677	Lillian Parr	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.49
INC000000568703	Connie Simper	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568704	Linda Petty	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.38
INC000000568708	Angela D Peterson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.37
INC000000568745	Jay Henry	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Brian Bobo	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568749	Rhonda Treptow	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568756	Pat Bersie	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	0.13

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INC000000568765	Debbie Moleni	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568769	Paul Kotter	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568796	Shirley Jones	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.14
INC000000568821	Jennifer McNair	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568856	Robert Gray	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	0.75
INC000000568886	Blake Bradford	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568913	Katie W Lelacheur	Mobile Devices	None	iPhone		TIR Missed: No	0.04
	Application Services	Danielle Hood	Public Safety	Low	Resolved	TTR Missed: No	4.86
INC000000568914	Janet Miller	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	5.58
INC000000568931	Sheri Pectol	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000568961	Robb Telford	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000569099	Rhonda Treptow	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000569115	Michelle Hunt	None	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000569126	Lucinda Martin	Application	Password	Content Manager - Centralized I		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	1.87
INC000000569153	Colby Garrick	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000569171	Lance Christensen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000569191	Cameron Roden	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000569286	Kelly Bailey	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

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INC000000569289	Nancy Hooton	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569295	Karen Brown	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569310	Bill Visarraga	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569345	Connie O Bray	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569380	Teresa Paredes-Pozas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569394	Rhonda Treptow	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569411	Jill Reed	Application	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.17
INC000000569412	Nancy Hooton	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569458	Yauncy Ancira	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569500	Cecilia Walker	Application	Password	Content Manager	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	1.61
INC000000569574	Raymond Thomson	Network	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569601	Marianne Bauman	Telecom	Call Management	None	TIR Missed: No	0.00
	Voice Operations	Julie Sabato	Public Safety	Low Resolved	TTR Missed: No	0.88
INC000000569615	Jacob Cox	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569616	Corey Housekeeper	Application	Error	None	TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569630	Terri Fontaine	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569664	Georgia Lund	Application	Error	Microsoft Office 2003 Professior	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	1.46
INC000000569851	Tera Frank	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.39

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INC000000569853	Cindy Kobs	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569856	Taylor Coons	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569857	Cindy Kobs	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569863	Janet Thompson	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569866	Teresa Paredes-Pozas	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569868	Cheryl C Harrison	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569869	Cheryl C Harrison	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569872	Jessica Giatras	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569873	Kin Wong	None	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569899	Elizabeth Hawke	None	None	Persystent Suite	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569904	Todd Gold	None	None	Persystent Suite	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569907	Claire Hermanson	None	None	Persystent Suite	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569910	Cindy Kobs	None	None	Persystent Suite	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569913	Kathy Main	None	None	Persystent Suite	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569914	Dennis Murray	None	None	Persystent Suite	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569916	Diane Norton	None	None	Persystent Suite	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000569918	Alan Nygard	None	None	Persystent Suite	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00

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INC000000569919	Teresa Paredes-Pozas	None	None	Persystent Suite		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000569921	Nichole J Rilk	None	None	Persystent Suite		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000569922	Trisha Solvason	None	None	Persystent Suite		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000569924	Tim Start	None	None	Persystent Suite		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000569926	Kin Wong	None	None	Persystent Suite		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000569928	Tanner Young	None	None	Persystent Suite		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000569947	Debbie Haskin	Application	Password	Content Manager		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.72
INC000000570126	Sheldon Riches	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570176	Lynne Criddle	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570215	Rhonda Treptow	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570245	Liz Hawkins	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570251	Janet Thompson	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570280	Teresa Paredes-Pozas	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570339	Mindy Hess	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570363	Lillette Day	Print/Copy/Scan/Fax	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570370	Connie Bell	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.95
INC000000570374	Debbie Moleni	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.83

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INC000000570382	Claire Hermanson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570391	Debbie Moleni	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570395	Iris Rich	None	None	None		TIR Missed: No	0.00
	Capitol Desktop Support	Tom Hanson	Public Safety	Low	Resolved	TTR Missed: No	3.62
INC000000570398	Christine Larsen	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570403	Sheila Case	Network	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570412	Jaye Christensen	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.28
INC000000570413	Christina Smithers	Application	Error	Novell GroupWise 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.28
INC000000570444	Katharine Ramirez	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.63
INC000000570512	Valerie Webster	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570540	Chad Hatch	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570548	Ashley Nicholas	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570573	Rey Thompson	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Danielle Hood	Public Safety	Low	Resolved	TTR Missed: No	0.26
INC000000570620	April Gibson	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570621	Christine Green	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570632	Bonnie Holden	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570634	Kelcee Vail	None	None	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Jared B Jensen	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000570666	Laura Russell	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00

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INC000000570670	Taylor Coons	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000570673	Taylor Coons	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000570680	Kin Wong	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.35
INC000000570775	John Holt	Application	Error	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.07
INC000000570777	Lillian Parr	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.07
INC000000570816	Elsie Langi	None	None	None	TIR Missed: No	0.42
	Capitol Hosting	Mycah Mattox	Public Safety	High Resolved	TTR Missed: No	1.02
INC000000570890	Kaab Malik	Application	Error	Novell Messenger	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000570914	Lillian Parr	None	None	Symantec AntiVirus	TIR Missed: No	0.00
	Metro C West Desktop Support	Tyson Wall	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000570921	Trisha Solvason	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	1.07
INC000000570925	Cindy Kobs	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	1.07
INC000000570946	Diane Norton	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	0.82
INC000000570951	Sandra Nourse	Application	Error	JavaPC	TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low Resolved	TTR Missed: No	5.30
INC000000570967	Diane Norton	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000570972	Valerie Webster	Application	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000570976	Mary Ellen Monroe	Application	Password	None	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000570992	Cheryl C Harrison	Application	None	Utah Drivers License System	TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low Resolved	TTR Missed: No	0.00
INC000000571003	Kathy Hessheimer	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Public Safety	Low Resolved	TTR Missed: No	0.00

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INC000000571021	Jessica Giatras Metro C Help Desk	Application Cindy Romrell	Error Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571023	Tiphonie Clark Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571104	Karen Madsen Capitol Desktop Support	None Tom Hanson	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.51
INC000000571105	Christina Smithers Metro C Help Desk	Application Bill Hall	Reporting Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 3.60
INC000000571109	Lori Haws Metro C Help Desk	Application Bill Hall	Reporting Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 3.59
INC000000571130	Mindy Lindquist Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571163	Coulter Baldes Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571169	Robin Martinez Voice Operations	Telecom Julie Sabato	Call Management Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.13
INC000000571176	Tanner Young Metro C Help Desk	Application Cindy Romrell	None Public Safety	Utah Drivers License System Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571208	Chris Barber Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571219	Lillian Parr Metro C West Desktop Support	None Tyson Wall	None Public Safety	Symantec AntiVirus Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571240	Lillian Parr Metro C Help Desk	Application Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571258	Chad Hatch Metro C Help Desk	Print/Copy/Scan/Fax Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.61 0.61
INC000000571303	Chad Hatch Strategic Communications	EIS Hardware Luis Larios	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.24 3.82
INC000000571304	Chad Hatch Strategic Communications	EIS Hardware Luis Larios	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.30 3.91
INC000000571315	Kelly Bailey Metro C West Desktop Support	None Jared B Jensen	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000571322	Georgia Lund Metro C Help Desk	PC/Laptop Cindy Romrell	None Public Safety	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000571350	Michelle Hunt	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Public Safety	Low	Resolved	TTR Missed: No	3.18
INC000000571365	Shelly Peterson	EIS Hardware	None	None		TIR Missed: No	0.23
	Strategic Communications	Dennis Rogers	Public Safety	Low	Resolved	TTR Missed: No	0.53
INC000000571403	Leroy Crawford	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000571407	Linda Petty	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.15
INC000000571439	Kade Martinez	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000571451	Jeff Nigbur	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000571459	Kin Wong	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000571468	James E Wright	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000571475	Matt Spillman	Application	Reporting	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000571477	Steve Winward	Application	Reporting	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000571531	Katherine Lawrence	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000571544	Marselle Morales	Application	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000571697	Kathy Main	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	4.56
INC000000571698	Coulter Baldes	Application	Reporting	None		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	4.56
INC000000571710	Alan Nygard	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	4.28
INC000000571756	Mark Romrell	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000571763	Peggy Jacobsen	Application	Password	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00

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INC000000571784	Della Estrada	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000571822	Claire Hermanson	Application	Password	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000571880	Terri Fontaine	Application	Error	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Bill Hall	Public Safety	Low	Resolved	TTR Missed: No	0.84
INC000000571889	Jennifer M Stone	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000571895	Ralph Earl	Application	None	Utah Drivers License System		TIR Missed: No	0.00
	Metro C Help Desk	Cindy Romrell	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000571936	Georgia Lund	Application	Reporting	Persysent Suite		TIR Missed: No	0.20
	Rural South Desktop Support	Joel Finlinson	Public Safety	Low	Resolved	TTR Missed: No	0.20
INC000000572009	Steven Martin	Application	Error	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00
INC000000572011	Dave Moreno	Application	Password	None		TIR Missed: No	0.00
	Metro C West Desktop Support	Torrens Arnold	Public Safety	Low	Resolved	TTR Missed: No	0.00